

## **REEMPLOYMENT SERVICES PERFORMANCE REPORT**

**STATE:** Iowa

**DATE:** **October 24, 2005**

### **STATE SPECIFIC PERFORMANCE REPORT** (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

#### **Iowa Reemployment Services Review for Program Year 2004**

During PY 2004, Iowa continues to emphasize improving inter-agency collaboration and information sharing in the delivery of Reemployment Services. One of the biggest obstacles has been the lack of a single data system for all partners. During the year Iowa put into operation a system called I-works, based upon a system used in the state of Utah. Currently I-Works is being used primarily as system for Labor Exchange activities including reemployment services, but plans are to add partners during PY 2005. Meetings have been held with Unemployment Insurance leadership to discuss the use of I-Works in providing better services to UI claimants. One improvement was to build an interface between I-Works and the UI system to provide timely information regarding a UI claimant's reporting status. It should improve the identification if claimants still in need of reemployment services.

One of the big advantages of I-Works is the ability to track workshop services and attendance provided by the Workforce Investment Act program. It allows for timely reporting of any attendance issues. The other significant advantage is the ease in creating reports of claimants provided services in order to do follow-up and to measure outcomes.

Iowa maintained the same goals in terms of numbers of claimants served for PY 2004. The goal was 5045 for Iowa's 16 service delivery regions and 5001 were served in the program. The accomplishment was 99.1% of the goal. The primary reasons were an improving economy and a reduced number of UI claimants.

During PY 2004, Iowa continued to emphasize the use of a customer satisfaction survey to monitor program effectiveness. Participants are requested to voluntarily complete a survey. The number of surveys completed was 3145 or a 19% increase from PY 2003. The form had a scale of 1 to 5 with 5 indicating the highest level of satisfaction. The average score was 4.05. Additional questions were included in the survey to allow the regions to evaluate the individual components or service units. The data indicates a relatively high level of satisfaction in meeting the needs of claimants.

It continued to be a challenge to find data from reporting systems to evaluate the effectiveness of Reemployment Services. On the 9002C Reports the entered employment rate for UI claimants was nearly identical to the rate for all job seekers. The employment retention measure was nearly on average 3% higher for eligible claimants over all job seekers for each of the quarters. While other factors contributed job retention is an important aspect of reemployment services. Because of resource issues, information technology staff has been unable to provide data on any impacts to the UI benefit payout but Iowa will continue to pursue this. As mentioned earlier, with the implementation Of I-Works the hope is that samples can be more easily pulled and tracked in terms of outcomes.

Telephone interviews were conducted with two regions and a visit made to one region to review reemployment services. The goal was to identify what staff considered as best practices in serving UI claimants. While staff provided a variety of services, each region was asked to indicate what it found the most effective for a majority of claimants. One region found that developing the resume to be the most effective because claimants were able to identify job skills that were not readily apparent. The second region believes the regular use of the office resource center to be effective. Job seekers develop a routine in their work search and support is available from staff. The third region felt the workshops provided by partner staff employed by a community college were effective because of the expertise of the presenters. Plans are to include a best practices sharing in future managers meetings.